



US006195697B1

(12) **United States Patent**
Bowman-Amuah

(10) **Patent No.: US 6,195,697 B1**
 (45) **Date of Patent: Feb. 27, 2001**

(54) **SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR PROVIDING A CUSTOMER INTERFACE IN A HYBRID NETWORK**

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(*) **Notice:** Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

(21) **Appl. No.: 09/324,982**

(22) **Filed: Jun. 2, 1999**

(51) **Int. Cl.⁷ G06F 15/173**

(52) **U.S. Cl. 709/224; 707/10; 379/115; 370/252**

(58) **Field of Search 709/250, 224; 370/352; 707/10; 379/88.25**

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(57) **ABSTRACT**

According to a broad aspect of a preferred embodiment of the invention, a Customer Interface Process is provided. First, a service level agreement is received for a hybrid network customer. Next, the service level agreement is stored after which inquiries are received from network customers reflecting occurrences related to the hybrid network. Thereafter, events are generated based on the customer inquiries and the service level agreement.

20 Claims, 41 Drawing Sheets

